

Interview Summary	Application No.	Applicant(s)	
	10/015,382	BROWN ET AL.	
	Examiner Rasha S AL-Aubaidi	Art Unit 2642	

All participants (applicant, applicant's representative, PTO personnel):

(1) Rasha S AL-Aubaidi. (3) _____.

(2) Amy J. Pattillo. (4) _____.

Date of Interview: 28 June 2004.

Type: a) Telephonic b) Video Conference
c) Personal [copy given to: 1) applicant 2) applicant's representative]

Exhibit shown or demonstration conducted: d) Yes e) No.
If Yes, brief description: _____.

Claim(s) discussed: Group I (claims 1-27 and 40-41) also Group II(claims 28-39).

Identification of prior art discussed: _____.

Agreement with respect to the claims f) was reached. g) was not reached. h) N/A.

Substance of Interview including description of the general nature of what was agreed to if an agreement was reached, or any other comments: Applicant's decided to elect Group I, claims 1-27 and 40-41, which is drawn to a caller position in a hold queue and the redemption of advancement tokens, classified in class 379, and subclass 265.02..

(A fuller description, if necessary, and a copy of the amendments which the examiner agreed would render the claims allowable, if available, must be attached. Also, where no copy of the amendments that would render the claims allowable is available, a summary thereof must be attached.)

THE FORMAL WRITTEN REPLY TO THE LAST OFFICE ACTION MUST INCLUDE THE SUBSTANCE OF THE INTERVIEW. (See MPEP Section 713.04). If a reply to the last Office action has already been filed, APPLICANT IS GIVEN ONE MONTH FROM THIS INTERVIEW DATE, OR THE MAILING DATE OF THIS INTERVIEW SUMMARY FORM, WHICHEVER IS LATER, TO FILE A STATEMENT OF THE SUBSTANCE OF THE INTERVIEW. See Summary of Record of Interview requirements on reverse side or on attached sheet.

Examiner Note: You must sign this form unless it is an Attachment to a signed Office action.

Examiner's signature, if required